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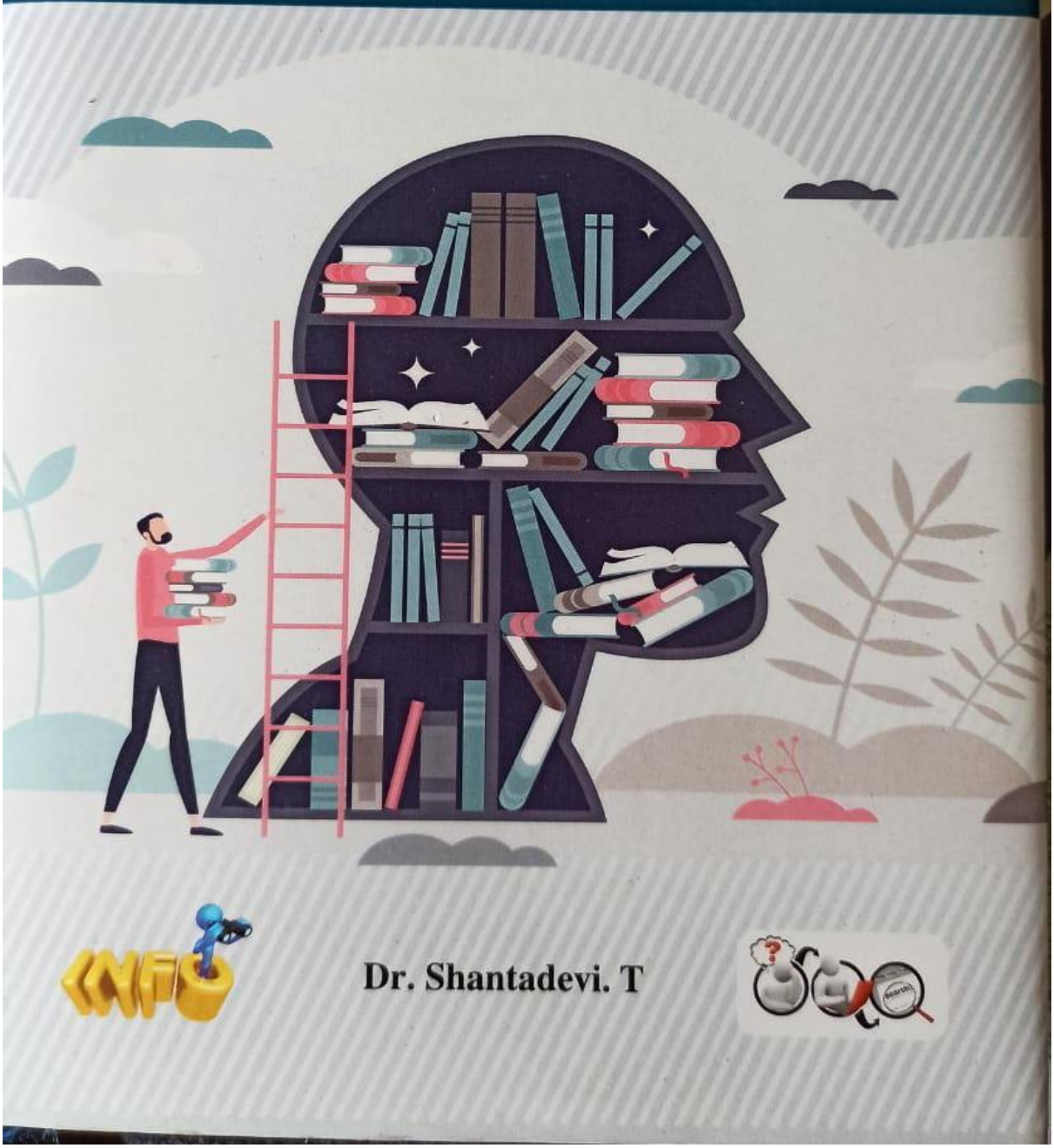
BA JSS ARTS AND COMMERCE COLLEGE FOR WOMEN

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INFORMATION NEEDS AND SEEKING BEHAVIOR

A Practical Approach



Dr. Shantadevi. T

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Preface

Libraries are now change as knowledge centers and service centers. Users are the centric component in the library system. Satisfying user needs by providing required information to the user is major objective of the libraries and information centers. According to S R Ranganathan provide right information at the right time to the user should be the major motto of the libraries and information centers.

User study is the process of studying the user needs, information gathering habits, seeking behavior of the users. To identify the needs of the users, requirements of the resources and services can be possible through conducting studies on users. Information seeking behavior is major area of research in the user studies. To study information seeking behavior of users is very important in the library system to determine the library organization, services to be provide and to establish satisfaction among the users.

This book provides a practical approach to the information seeking behavior studies. Articles in this book represents various aspects of information seeking behavior of various types of users like scientists, Farm scientists, students, faculty, engineers, medical professionals etc,. Present articles in this book are based on the practical field studies on various users. Hence this book definitely provide a direction towards how to conduct research on information seeking behavior and helps to specially new researchers in the field.

I am most gratified to place in the hands of the researchers of LIS this edited work on "Information Seeking Behaviour: A Practical approach." The aim of this work is to provide a bunch of articles on field based studies about information seeking behavior of various type of users which would be helpful to know the needs and seeking behavior of the users.

This book is dedicated to my family members who have been a all time inspiration. My thanks to my guide, my colleagues, friends, scholars, students for their support in completing this work. Contributions have made to this edited work from across the country and from other countries also. I would like to thank all professional colleagues

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10

Use of Health and Family Welfare Department website by Undergraduate Students of Government First Grade College in Haveri District, Karnataka

Jyoti Mudigoudar and Dr. Shantadevi. T

Introduction

Governments across the world make information available through different channels to citizens to create a level of transparency, to represent accountability and to bring to the attention of the general public their achievements. Citizens use this information to make decisions regarding the level of confidence and accomplishment of governments. Besides, such information empowers the citizens to make choices in addition to making them aware of the progress made in different areas. Government information such as acts, policies and schemes are of immense importance to citizens. The real objectives of these policies and schemes are achieved only when the associated benefits reach down to the masses. With the development of World Wide Web, governments are able to harness the rich potential of the web, and reach to the citizens. On the other hand citizens also have a ready access to government information available on the websites of different Ministries and departments. With many citizen-centric e-governance initiatives thousands of services are delivered at the doorstep.

The various types of websites are available in the internet, like commercial websites, Government departmental websites, social websites, and academic websites. A Government department website can help broadcast information about the Government department to the general public. It can help to increase awareness of schemes, services and facilities to the public.

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like laptops freely distributed to the Government First grade college. So in this study attempt has been made to analyze the devices available facilities provided, usefulness of websites and study reviles that the more number of students are using internet and websites to get various service facilities scholarships and other financial facilities provided by the Government.

The study was conducted on awareness and use of Government department websites, which are useful and helpful to undergraduate students. The findings of the study are useful to Government department to revise and update the information on websites. It is also useful to undergraduate students to use and search for schemes, facilities and services available in particular website and gets benefits.

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